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Technical Assistance for Wisconsin Aging and Disability Resource Centers
Department of Health Services, Office for Resource Center Development (ORCD)

Topic: ADRC Quality Assurance Plan Template

The purpose of this technical assistance bulletin is to provide Aging and Disability Resource Centers with a policy and procedure guide and best practice ideas that can be used when developing the ADRC's Quality Assurance Plan.

This document contains best practice ideas and examples received from ADRCs across the State that can be incorporated into the plan to ensure that the ADRC provides consistent, quality services to ADRC customers.

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Introduction

Quality Assurance refers to planned and systematic activities necessary to provide confidence that the product or service will meet the given requirements. In order to provide excellent quality services, an ADRC must plan and implement activities and strategies that assure each customer is served in the most effective manner possible. The ADRC contract requires that "the Aging and Disability Resource Center shall develop and implement a written quality assurance plan designed to ensure and improve outcomes for its client population."

Quality Assurance Plan Resources and Tools

ADRC Policy and Procedure Guide: ADRC Quality Assurance (QA) Plan Template. ADRCs can use this template to guide the development of their required QA Plan. Under each heading are a number of questions or prompts to assist ADRCs in completing each section. ADRCs are not required to include each point outlined in the template in the plan.

PowerPoint Presentation: Making a Quality Assurance Plan Work for You. At the 2009 ADRC Conference, a panel of three ADRCs presented tried-and-true practices for ensuring quality within their ADRC. The conference session PowerPoint mirrors much of the policy and procedure guide referenced above and provides ADRCs with examples they can use within their organization and incorporate into their own QA plan.

Weekly Unit Meeting Agenda Example

Holding regular staff meetings is a critical activity to ensure that staff are knowledgeable as well as to provide an opportunity to discuss individual situations or challenges in order to serve customers better. This sample agenda was provided by the ADRC of Western Wisconsin. The ADRC uses the template agenda to ensure critical updates and discussions occur; it is also used to ensure time reporting is done consistently and accurately across all staff (by designating how to report each component of the agenda).

Supervisory Review Tool Example: Applying for Family Care MA and Family Care for a Consumer who has SSI

This tool, provided by the ADRC of Western Wisconsin, was implemented by the ADRC to ensure that all of the steps for processing MA applications are completed and all materials are collected prior to forwarding information to Economic Support. Adding a supervisor review process, in Western Wisconsin's experience, further reduces errors and leads to a more timely process for the customer.

Internal ADRC Committees and Workgroups/Internal Committee Description, Purpose and Objective

As a way to involve staff in building the tools to improve the efficiency and effectiveness of the ADRC, to reduce duplication of effort, and to ensure everyone plays a critical role in the operation of the ADRC, the ADRCs of Brown County and Western Wisconsin created internal committees. These documents provide a few examples of these committees as well as a description of committee objectives.

ADRC Community Involvement: Examples of Local Community/Task Force Opportunities

This document provides a listing of local committees that ADRC staff in Western Wisconsin and Brown County participate in their local communities. Participation in these groups is effective in (1) getting and staying connected with local communities, (2) building staff knowledge, (3) gathering up-to-date information on various target group issues, and (4) providing for personal and professional growth.

ADRC Staff: Population/Specialty Assignments

Each staff in the ADRC of Brown County provides information and assistance and options counseling to all ADRC populations. However, each staff comes to the ADRC or is developed to be an expert in one or two additional specialties in addition to aging. The ADRC creates teams of four individuals; ensuring that ADRC staff, and therefore each customer, will have access to a specialist. This document provides a chart identifying staff specialty assignments.

Quality Assurance Plan Template

Policy Area: Quality Assurance Plan

Performance Goal:

The Aging and Disability Resource Center provides quality services and incorporates the principle of continuous quality improvement in its operations.

Requirement:

ADRC Contract Section IV.K.2. states that the Aging and Disability Resource Center shall develop and implement a written quality assurance plan designed to ensure and improve outcomes for its client population.

The plan must be reviewed and updated annually to ensure its effectiveness on quality outcomes.

Topics for Inclusion in Quality Assurance Plan:

A. Activities to ensure that staff are knowledgeable and skilled

Suggested strategies

- Required qualifications/certifications for employment
- Thorough staff orientation (please refer to the orientation guide for I&A Specialists starting on page 20 in the #08-2 Resource Centered technical assistance document dated September 8, 2008 which is on the Aging and Disability Resource Center website at: <http://dhs.wisconsin.gov/lcicare/Generalinfo/RCs.htm>.)
- On-going training activities
- Regular staff meetings (please see weekly unit meeting agenda example).

B. Activities to ensure quality information and assistance and options counseling

Suggested strategies

- Staff supervision/coaching (i.e., listening in on calls, reading case notes, attending home visits, peer mentoring)
- Keeping resource database and resource materials accurate and up-to-date
- Following the resource database inclusion/exclusion policy
- Providing outreach/decision support for the private pay population
- Using peer support in staff meetings to improve quality of service delivery
- Ensuring that policies or expectations for follow-up, home visits, timeliness, accessibility, privacy and other quality standards are met.

C. Activities to ensure quality enrollment counseling

Suggested strategies

- ADRC staff who provide enrollment counseling are knowledgeable about all publicly funded long-term care options available in your area.
- ADRC staff have the skills and ability to describe the options to customers in a non-biased, personalized way.
- ADRC staff provide consistent, accurate, unbiased information and materials to customers about IRIS and managed care options available in the area.

D. Activities to ensure that the long term care functional screen is applied accurately and consistently.

(Note: This may be submitted as a separate policy or you may choose to incorporate it into the overall QA plan.)

Suggested strategies

- Screener training and mentoring prior to completing long term care functional screens.
- Ongoing training, support, and monitoring of certified screeners
- Maintaining an accurate and complete up-to-date list of screeners, including your process for deactivating screener access.
- Screen liaison role in assuring that screens are complete, accurate and timely
- Completion of IRIS annual and change in condition screens in a timely manner

E. Activities to ensure that quality disability benefit specialist (DBS) services are provided

Suggested strategies

- DBS performance reviews
 - How often are reviews conducted?
 - How is feedback from program attorneys incorporated?
- Management of the DBS caseload
- Measurement of client satisfaction with DBS services
- Ensuring that the ADRC allows for confidential interaction with clients

F. Collecting and reviewing data to assess the quality of ADRC operations

Suggested strategies

- How do you assess the quality of ADRC operations?
- What are your processes for considering and acting on complaints?
 - Are complaints shared and discussed with the Governing Board?
 - Are complaints discussed at staff meetings?
 - Are complaints used as a basis for making improvements in the performance of the ADRC?

G. Regional ADRCs: Describe the activities you will implement in your ADRC to ensure quality across the region

Note: The Office for Resource Center Development will be collecting customer feedback and will be working with ADRCs on quality improvement based on the results of the feedback.

For additional information:

2010 ADRC Contract

Related Policies and Procedures: *(The ADRC may choose to combine or incorporate portions of the following policies into the Quality Assurance Plan or maintain them as separate policies.)*

- Long-Term Care Functional Screen Quality Policy
- Enrollment Plan (if QA processes are addressed in the ADRC enrollment plan in regard to enrollment counseling)

Weekly Unit Meeting Agenda Example

Aging and Disability Resource Center

Weekly Meeting Agenda

Present:

Absent:

Others Present:

1.	Agency Updates
2.	EBS
3.	DBS
4.	Partner County Updates / Discussion
5.	Achievements/New Ideas
6.	Financial/Options Counseling related I&A topics/MCO/IRIS/Service Provider Information
7.	Upcoming speakers – any new ideas for speakers?
8.	Any further updates from staff:
9	Outreach
	DBSs/Social Service Specialists Excused
10.	Screen Items –
11.	SW topics <ul style="list-style-type: none"> •
12.	Follow-up items from prior meetings Follow up to be on next week's agenda
	Time Tracking:

Applying for Family Care Medicaid (MA)***SUPERVISORY REVIEW TOOLS EXAMPLE(S)***

(May have BadgerCare or MAPP MA as MA eligibility, or if the consumer has SSI from another county or state)

Consumer Name:	
ADRC Specialist Name:	

STEP ONE: Supervisory Review

Staff initials

Sup. Initials

	1.	Referral to ES for MA determination (include med remedial)	
	2.	LOC Page	
	3.	Forward Health or CARES Printout	
	4.	Consumer signed enrollment form no enrollment date filled in	
	5.	Medical records: if not included what verification of diagnosis has been used? Must be approved by supervisor.	
	6.	Encounter notes current: supervisor will review on line	
	7.	(NON MANDATORY IF THE INDIVIDUAL IS APPLYING IN PERSON)	
	a.	Signed: MA, BadgerCare + and Family Planning Waiver Registration Application (Do not date)	
	b.	Authorized representative form if applicable (completed)	
	c.	FoodShare application if applicable	
	8.	ADRC Checklist of options offered	
	9.	Signature of supervisor	Date
	10.	Information returned to ADRC Specialist	Date

STEP TWO: ADRC Specialist Responsibility Check Off and Date

Staff initials

Date

A.	Take the following items to ES and have them <u>date stamped</u> at the front desk		
	1.	Referral to ES (medical remedial expenses also)	
	2.	LOC	
	3.	Forward Health or CARES printout	
	4.	If you have any items from number 7 above (it is preferable to send the registration form if you have it signed).	
B.	<u>Do not send the enrollment form</u> at this time – enrollment date is set by you and consumer after financial eligibility is determined in ES.		
C.	After you received electronic email from ES, call the consumer to set date and explain cost share if applicable.		
D.	Email the electronic form back to ES with the set date of enrollment		
E.	Fill in the enrollment date on the enrollment form – fill in the Medicaid ID #		
F-1	Jackson, Monroe and Vernon FAX a copy of the enrollment form to the La Crosse office. La Crosse will upload to the MCO.		
F-2	Jackson, Monroe and Vernon wait to hear from the MCO assigning supervisor which MCO office to mail the hard copy information to. Remember to track how much the postage is for monthly report submitted to La Crosse by your office.		
G-1	La Crosse Put the completed enrollment form in the packet to be sent to the MCO		
G-2	In La Crosse, the QA sends the yellow copy of the enrollment form to ES for their files.		
	Jackson, Monroe and Vernon enrollments: the LaX supervisor who uploads to the MCO is responsible to print/send an electronic copy of the enrollment to [Name] for tracking.		

Consumer Name:	
ADRC Specialist Name:	

STEP ONE: Supervisory Review

Staff initials		Sup. Initials
1.	Referral to ES for MA determination (include med remedial)	
2.	LOC Page	
3.	Forward Health or CARES Printout	
4.	Consumer signed enrollment form fully completed with enrollment date filled in if you have discussed with consumer, otherwise a sticky note attached with prospective date. Remember to fill in MA number.	
5.	Medical records– if not included, what verification of diagnosis has been used? Must be approved by supervisor.	
6.	Encounter notes current – supervisor will review on line	
7.	MANDATORY	
a.	Signed: Medicaid, BadgerCare and Family Planning Waiver Registration Application (Do not date)	
b.	Authorized representative form if applicable (Make sure it is completed)	
c.	FoodShare application if applicable	
8.	ADRC Checklist of options offered	
9.	Signature of supervisor	Date
10.	Information returned to ADRC Specialist	Date

STEP TWO: ADRC Specialist Responsibility Check Off and Date. You must turn in to ES immediately

		Staff initials	Date
A.	Take the following items to ES and have them date stamped at the front desk:		
1.	Yellow Copy of Signed Enrollment form with both date of enrollment and Medicaid ID filled in. Enrollment date should be set by the consumer and ADRC.		
2.	Referral to ES (medical remedial expenses also)		
3.	LOC		
4.	Forward Health or CARES printout		
5.	Signed BadgerCare Plus and Family Planning Waiver Registration		
a.	Authorized representative form if applicable (completed)		
b.	FoodShare application if applicable		
B.	Jackson, Monroe and Vernon FAX a copy of the enrollment form to the La Crosse office La Crosse will upload to the MCO. Keep a copy of the original in your local office.		
C.	La Crosse put the original of the completed enrollment form in the packet for the MCO. [Name] will file in the local ADRC office.		
D.	All counties, ES will still send you an electronic email when they complete their work sometime during the next 30 days.		
E.	Fill in the fields, ADRC Specialist and Enrollment Completed by. Jackson, Monroe and Vernon send the form by fax to [Name and Number]. La Crosse send by email. [Name] will forward on to the MCO.		

EXAMPLE

Aging and Disability Resource Centers

Internal ADRC Committees & Workgroups

Creating internal committees or workgroups is an effective way to (1) foster continuous quality improvement within the agency, (2) involve all team members in playing an active role in the ADRC's success (3) respond to emerging issues and develop recommendations, (4) further implementation of the organization's strategic goals and objectives. In Brown and Western WI, staff are asked to participate on internal committees as time allows and expertise and skill are present.

ADRC of Brown County Committees *(See next page for a description of many of the committee's goals and objectives.)*

Steering Committee	Safety/Emergency Preparedness
Policy and Procedure Committee	Training Committee
Access Committee	Information Systems (IS) Committee
Marketing Committee	Records Committee
Resource Committee	Special Events Committee
Team Forward	Loan Closet Committee

ADRC of Western Wisconsin Workgroups

Training committee	Process Improvement Project Team(s)
I-Team	Crisis Meeting
Diversity Workgroup	Business Continuity Planning
Fee Waiver Committee	Automation Steering Committee
Health Information	Labor Management Meeting

ADRC of Brown County

ADRC Committees: Description, Purpose, & Objectives

I. TEAM FORWARD COMMITTEE

A. Description & Purpose: Plan, set goals, prioritize and provide direction to the agency.

B. Objectives:

1. Assure adherence to our vision, mission and values.
2. Respond to emerging issues.
3. Review, evaluate and respond to committee work.
4. Develop, review, respond to quality initiatives.

II. ACCESS COMMITTEE

A. Description & Purpose: Develop policy and procedures to assure the agency meets government and contract requirements regarding access to information, services and facilities.

B. Objectives:

1. Assure agency complies with ADA and Civil Rights requirements
2. Develop, implement and review P&P to assure facilities and services are accessible
3. Assure staff receive training

III. CONSUMER INPUT COMMITTEE

A. Description & Purpose: Assure consumers have opportunities for meaningful participation in the governance of services and programs that impact their lives.

B. Objectives:

1. Develop plan to seek input and advice on programs and services.
2. Establish a process for responding to consumer input.
3. Establish an effective and active Senior Statesman Program

IV. MARKETING COMMITTEE

A. Description & Purpose: Ensure the agency presents a positive image within the community and state.

B. Objectives:

1. Develop annual marketing plan
2. Increase awareness of ADRC services to consumers, caregivers and professionals
3. Explore speakers bureau
4. Support and promote statewide branding initiative

V. CRISIS MANAGEMENT-BEHAVIORAL COMMITTEE

A. Description & Purpose: To provide prevention strategies and assure staff/consumer safety in the office and in the field.

B. Objectives:

1. Develop, implement and train staff on safety procedures regarding consumer contacts.
2. Periodic drills to keep staff knowledgeable and confident in their skills to de-escalate consumers.
3. Provide staff training on challenging behaviors, crisis intervention, and de-escalation strategies
4. Provide staff training on issues of consumer sensitivity.

VI. IS/REPORTING COMMITTEE

A. Description & Purpose: Review, organize and support the record keeping, information technology (IS) and data systems of the agency.

B. Objectives:

1. Develop a coordinated agency reporting system – consumer & financial
 - a. ACTION PLANS:
 - i. *Taskforce:* Review financial reporting and organization
 - ii. *Taskforces:* Each unit review available data retrieval for report design to the board and to monitor agency efficiency & effectiveness.
2. Evaluate use of technology to maximize efficiency.
 - a. ACTION PLANS:
 - i. *Taskforce:* Reorganize W: Drive
3. Increase the number of staff with computer expertise to strengthen IS support system.
 - a. ACTION PLANS:
 - i. Train on laptop virus update maintenance
 - ii. Develop plan to have support staff increase MSOffice Skills
 - iii. Cross train back-up for Website updates.

VII. POLICY AND PROCEDURE COMMITTEE

A. Description & Purpose: Review and develop policies & procedures to facilitate consistency and compliance of agency practice.

B. Objectives:

1. Develop and review internal employment policies and procedures.
2. Develop and review agency-wide policies and procedures.
3. Develop and review internal policies and procedures outside of mandated requirements that impact more than one unit or discipline.
4. Offer assistance to staff responsible for the development of unit specific policies and procedures.
5. Identify and respond to the need for a policy and procedure to be developed or revised.

VIII. RESOURCES COMMITTEE

A. Description & Purpose: Provide a comprehensive system to review and update materials and resources used by staff or the public to ensure accuracy, completeness and usefulness, including both ADRC produced or collected from other sources. (Note: Includes documents created for distribution rather than data collection.)

B. Objectives:

1. Solicit input and recommend materials for development.
2. Implement periodic review and updating of resources.
3. Maintain resources.
4. Communicate to staff.

IX. EMERGENCY PREPAREDNESS COMMITTEE

A. Description & Purpose: Develop policies and procedures that support continuity of services during times of emergency.

B. Objectives:

1. Develop unit emergency plans to assure service delivery for consumers.
2. Develop or identify Personal Emergency Plan documents for staff and consumers
3. Develop Pandemic Plan to assure service delivery for consumers.
4. Provide staff training to assure policies are understood and effectively implemented in emergency situations.

X. TRAINING COMMITTEE

A. Description & Purpose: Build the competency of staff, enhance skills, connect staff with the agency policy and procedures, and comply with State and Federal requirements.

B. Objectives:

1. Increase knowledge and skills of staff in the areas of target populations, community resources, and agency initiatives.
2. Assure required training regarding policy and procedures of the agency occurs regularly.
3. Offer a provider forum for community agencies to present updates on resources and services to staff.
4. Provide opportunities for personal and professional growth.
- 5.

ADRC COMMUNITY INVOLVEMENT

EXAMPLES of Local Committee/Task Force Opportunities

Below is a listing of local committees that ADRC staff in Western Wisconsin and Brown County participate in their local communities. Participation in these groups are effective in (1) getting and staying connected with local communities, (2) building staff knowledge, (3) gathering up-to-date information on various target group issues, and (4) providing for personal and professional growth.

ADRC of Western Wisconsin:

Transition Advisory Committee	Stroke Club
Low Income Housing Task Force	Disability Professionals Network (Employment)
Long Term Care Coordinating Committee	Hmong Elder Health Fair Planning
Transportation Committee	Disaster Preparedness for Vulnerable Populations
Homeless Coalition	Professional Caregiver Network Meeting
Community Diversity Conference Planning	211 Advisory Council
TRIAD – and annual Senior Expo Planning	City Chamber of Commerce

ADRC of Brown County:

Alzheimer's Caregiver Support Group	Transition Action Council
DD Focus Group/Support Group	Homeless and Housing Task Force
Powerful Tools	Elder Care at Work
ADAPT Support Group	CCS Advisory Committee
Oneida M-Team	Brown County Dementia Network
Brown County Coalition for Suicide Prevention	Network for Human Services, Aging Network
ADRC AODA Jackie Nitschke Initiative	United Hmong/Asian American Advisory Committee
Safety Sub-Committee	ASERA Care Foundation Committee
Stepping On Advisory Committee	Aurora Home Care Advisory Committee
AODA Network	Elder Watch Allouez
United Way Community Resource Impact Council	Iris Data Committee
UWGB Social Work Program Advisory Committee	State Curriculum Development Committee
ResCare Advisory Committee	Crisis Center/211 Committee
AODA Treatment Provider Committee	Brown County Coalition for Suicide Prevention
Hispanic Provider Network	211 & ADRC Inclusion/Exclusion Committee

SAMPLE

ADRC Staff: Population/Specialty Assignments

[Date]

Contract Requirement Specialty: *Everyone has aging and selects 1–2 additional*

Staff	Aging	Developmental Disability	Physical Disability	Mental Health	AODA
Enter name	x			x	x
Enter name	x		x		x
Enter name	x			x	x
Enter name	x	x			
Enter name	x	x	x		
Enter name	x	x	x		
Enter name	x		x		
Enter name	x			x	x
Enter name	x				
Enter name	x	x		x	
Enter name	x			x	

Additional Areas of Training and/or Interest: *Areas identified of special interest and/or background*

Staff	Caregiver	Alzheimer's	Prevention	Vocational	Transition	Homeless /Housing	Crisis–de–escalation Mental Health
Enter name	x	x	x–Chronic		x		
Enter name							x
Enter name			x–Falls			x–backup	
Enter name							x
Enter name	x	x			x		
Enter name				x	x		
Enter name			x–Chronic		x		
Enter name		x	x–Chronic				x
Enter name		x–back–up				x	
Enter name	x	x					
Enter name					x		
Enter name	x–back–up						